

## FOOD PANTRY CLIENT GUIDELINES

*Remember the Golden Rule: “Do unto others as you would have others do unto you”*

1. We realize that it is a difficult decision to come to a Food Pantry and we make every effort to be as sensitive and supportive as possible.
2. All workers and Pantry staff, including the Director, are volunteers, giving generously of their time. Please treat them as courteously as you would like to be treated.
3. Because of our size and situation, all clients (individuals or families using the Pantry) **must** reside within the Pickerington School District boundaries. Please be aware that a Pickerington resident or business has donated all of the food here. Any food given to a family not residing in Pickerington means that much less food for Pickerington residents.
4. Please be aware that this Pantry is organized and run in order to support individuals and families who are truly in need. If you or your family are not truly in need, please allow us to conserve our resources for those who are.
5. New clients **must** bring proof of identity with a photo, government issued, AND proof of residence in the form of a recent utility bill with current name and address by their **second** visit.
6. If both proofs have not been received by the second visit, that client will not be served again until such proofs are received.
7. This proof will be required in February and July – twice annually.
8. Any first-time clients from outside the Pickerington area will be given a small food order and the “other Food Pantries” list for them to locate a Pantry closer to their home.
9. No client residing outside the Pickerington School District will be served more than once unless Beth has given **prior** approval to the volunteer on staff at the time the client comes in.
10. Clients who came to the Pantry as Pickerington residents and moved out of our boundaries are no longer eligible to use this Pantry. They may be served once and given a copy of the “other Food Pantries list”.
11. Here at the Pickerington Food Pantry, we use the “Honor system” – that is, we assume that everyone is being truthful and has a true need for our services. Should we find that NOT to be the case, clients who are found to be untruthful will not be allowed to return and will be reported to the appropriate agencies in the counties in which they reside.
12. Food Pantry hours are: Monday 7 – 8 p.m.; Thursday and Saturday 10 a.m. to noon. These are the only hours that the Pantry is open.

13. When you arrive, please try to park in the “bump out” area, at the end of the brick walkway next to the brown posts.
14. Clients **must arrive** not later than **15 minutes** prior to closing time in order to receive a full food order. That is, before 7:45 on Mondays, and before 11:45 on Thursday and Saturday. If you arrive later than this, you may be asked to return the next time the Pantry is open.
15. **\*\*Each client may come to the Pantry **once** every 30 days for a complete food order and every week for bread and baked goods. \*\*\*\*\***
16. Only one (1) food order will be given per address (except for apartment buildings where different unit #s are listed). Families sharing a house and multiple generations sharing a house are considered 1 family for our purposes and are to be given food according to the total # residing at the home, rather than as individual families. If you disagree with this issue, please call Beth.
17. Clients who are found to abuse #15 or #16 (above) will **not be allowed to return.**
18. When you come in, fill out a “certification for receipt of food” form completely. All information on this form is confidential.
19. If you have a change of address or phone number, please note that on the form. From time to time, we may need to call you, so please keep us updated!!
20. Please show respect for the building that the Pantry is in. We share the building with the Violet Township Museum. Please be respectful of museum property in the meeting room. Please do not allow your children to play on the piano, as it is NOT a toy.
21. The Pantry is very small and there is not space for more than 2 people. Clients may enter the Pantry to choose their own soups and cereal, but must return to the top of the stairs when this is done. Everything else will be selected and boxed or bagged by the volunteer on duty.
22. **Please** do not request extra quantities. We serve many families each month and our budget is very limited.
23. A resident of Pickerington has donated every item that we have. We have no endowments, grants or public funding whatsoever.
24. Requesting certain “brand name” items (such as Kraft mac & cheese or Jif peanut butter) is absolutely not allowed. Continually doing this will result in suspension of your Food Pantry privileges.
25. If, when you come in for your monthly food order, we are out of any of the freezer items (ground beef, chicken, pot pies, hot dogs or margarine), you may be given Smokey Bones items as replacements.

26. There is no guarantee that we will have ground beef, hot dogs and chicken each month, and there is no longer a guarantee that each family will receive these items each month.
27. Please be patient with the Food Pantry Staff. Everyone working at the Pantry (including Beth) is a volunteer giving generously of his or her time. We do the best we can. However, if you feel that you are being treated unfairly, or in a less than Christian manner, please contact the Director (Beth).
28. The following days in 2007 the Pantry will be closed: January 1, May 28 (Memorial Day), July 26 & July 28 (the Violet Festival), Monday, September 3 (Labor Day), Thursday, November 22 (Thanksgiving), Monday, December 24 (Christmas Eve) and Monday, December 31.
29. The dates for distribution of Thanksgiving and Christmas dinner boxes are: **Sunday, November 18 and Thursday, December 20. Boxes will be given out between 6:30 and 8 p.m. these days only. If you cannot come at that time, make arrangements to have someone pick up your basket for you.** It takes a lot of time and effort to put these together, so please be courteous and pick up your box.
30. Sign up sheets for these boxes will be started on November 1 for Thanksgiving and December 1 for Christmas. Feel free to call Beth to have your name placed upon the list.
31. Thanksgiving and Christmas dinner boxes are provided so that families do not have to go without special meals on these special days. They may NOT be picked up after the holidays have passed.
32. Those who do NOT pick up Thanksgiving or Christmas boxes MUST speak to Beth before they can be served again at the Pantry.
33. If you are interested in becoming a food pantry Volunteer, please contact Beth at 837-2691.
34. If you have any questions or positive suggestions, please ask or let us know!!

Please keep this information in a safe place so that you may refer to it if you have any questions in the future. We will assume that, once we have given this to you, you will have read it and asked any questions you may have.

Thank you, and may God bless you.